

REQUEST FOR PROPOSAL

Addendum #2



Department Of Executive Services
Finance and Business Operations Division
Procurement and Contract Services Section
206-684-1681 TTY Relay: 711

Date: May 17, 2006

| | |
|--------------------------------|---|
| RFP Title: | Transit Interactive Voice Response System |
| Requesting Dept./ Div.: | Dept. Transportation, Transit Division |
| RFP Number: | 05-136KAH |
| Due Date/Time: | June 8, 2006 – no later than 2:00 P.M. |
| Buyer: | Kathleen Hilliard Kathleen.hilliard@metrokc.gov , 206-263-4274 |

This addendum is issued to revise the Original Request for Proposal, advertised date April 27, 2006 as follows:

- The proposal due date remains the same, Thursday, June 8, at 2:00 PM exactly.**
- Part B, Section 3-2 Insurance Requirements, Part C Minimum Limits of Insurance**
There is no change in this section.
- Part C, Section 2, 3.2.5, a. Vocabulary Source (SD)**
To provide Proposers with the ability to evaluate existing KCM Transit Interactive Voice Response System VOX files as referenced under "3.2.5 a. Vocabulary Source (SD)", these sample VOX files are provided for download:

Sample 1: AT0345.vox (21KB)

<http://www.metrokc.gov/extranet/procurement/2006/April/GoodsAndServices/05-136/AT0345.vox>

Sample 2: ON7309.vox (10KB)

<http://www.metrokc.gov/extranet/procurement/2006/April/GoodsAndServices/05-136/ON7309.vox>

Sample 3: RIOLEAD.vox (340KB)

<http://www.metrokc.gov/extranet/procurement/2006/April/GoodsAndServices/05-136/RIOLEAD.vox>

4. Part C, Section 2, 4.5 Multi-Script Support (O)

To correct an error, replace the two paragraphs under "4.5 Multi-Script Support (O)" with the following single paragraph:

Multi-script support addresses accommodation of separate telephone numbers which directly and concurrently access completely separate IVR scripts. Proposer shall indicate telephony requirements in addition to hardware, software and services to implement such a solution.

(Continued on next page)

SUBMITTERS SHALL COMPLETE AND SIGN THE FORM BELOW (TYPE OR PRINT)

Company Name

| | | |
|-----------|-----------------------------------|---------------------|
| Address | | City/State/Zip Code |
| Signature | Authorized Representative / Title | |
| E-mail | Phone | Fax |

5. Part C, Section 2, 2.1 IVR Administrator Interface (R) beginning with "Networked Access (R)"

To correct missing numbering, replace the sections from "Networked Access (R)" up to "2.2 Transit Data Management" with the following:

2.1.1 Networked Access (R)

The IVR System administrator interface shall be accessible via networked PC.

a. Administrative Environment (R)

Describe the administrative environment at a high level, e.g. web-based, client server, etc., including any remote access capabilities.

2.1.2 Security (R)

Appropriate security shall be in place to manage access to the schedule and voice data repository and management interface, including:

- support for multiple security and access levels
- applying different security levels to specific users
- ability to restrict access to specific sections of the repository

2.1.3 Structure (R)

The interface shall be primarily menu driven. Command line options are acceptable. Proposer shall specify any command line tools not available via a menu.

2.1.4 Consistency (SD)

The system should be consistent with respect to menu-based options between menus.

2.1.5 Windows Functions (R)

Functions for editing similar to those found in most Windows applications shall be provided. These functions include drop down, fast-key, and "right-click" selections for cut, copy, paste, find, replace, delete and other often-used functions.

2.1.6 Menu Fonts and Colors (SD)

Menu fonts and colors must support visually impaired users and should be consistent with other Windows applications.

2.1.7 Configurable Options (D)

Proposer shall explain what menu functions are adjustable or configurable, and how the adjustments to the menu functions are made. Does the system provide acknowledgement, confirmation or warnings, when adjustments to menu functions are made?

2.1.8 Commits (SD)

It is preferred that data changes by the administrator are immediate except for deletes or other actions that could adversely impact the live system. Proposer shall indicate how data changes are handled by the system and any configurable options for modifying the default behavior, and explicitly describe any secondary approvals required, especially for actions which commit data or have the potential to adversely impact the live system.

6. Clarification to Data Source Requirements in Part C, Section 2.

KCM has altered the database environment to the extent that any pre-existent interface must be redeveloped for deployment of the IVR. That is, no legacy interfaces will be used as the data interface for the proposed IVR System. Work estimation for the interface development is only for IVR required data, not for any other application data. Replace **Part C, Section 2, 7.1.5 KCM Work, a. Data Interface** as follows:

a. Data Interface

The proposed IVR System will require a data interface feed and that data interface will be built by KCM. The estimated cost of the work will be added on to the bid proposal. Proposer shall indicate responsibility by task and work for interface requirements. KCM will add cost based upon current County labor rates at time of proposal evaluation.

7. Part C, Section 2, 3.1.1 a. Telephone Lines (R)

To clarify number and type of T1 lines for the proposed system, replace the paragraph under "**a. Telephone Lines (R)**" with the following paragraph:

KCM will minimally provide three PRI/T1 lines for the replacement system. Based upon three PRI/T1 lines and a system average call duration of 90 seconds, Proposer shall specify the number of calls per hour that the system is capable of managing. Use Section 2.7 to clarify any features which assist the system in providing the number of calls specified.

8. Part C, Section 3, 3.1.1.a Telephone Lines

To account for modified language, replace the response language in **Part C, Section 3, 3.1.1.a Telephone Lines** with:

How many calls per hour is the proposed system capable of managing?

9. Part C, Section 2, 7.1.1 Services, and Part C, Section 3, 7.1.1 Services.

To clarify the information required by the Proposer, replace the paragraphs under "**7.1.1 Services**" in **Part C Section 2 and Section 3**, with the following:

For each description of work, Proposer shall provide the duration and hours required, hourly rate of specified type of personnel, and total cost for the work. Include any additional work expected but not specifically identified in the work description.

10. Part C, Section 3, 2.6.2

To correlate with the requirements in Part C, Section 2, remove **Part C, Section 3, 2.6.2.** as shown below:

| | | | |
|-------------------|---|-----------------------------|--|
| 2.6.2. | Provide an overview of administrative tools for managing spoken departure information. | Strongly Desired | |
|-------------------|---|-----------------------------|--|

11. Part C, Section 2, 2.8. Call Management (R)

Remove (R) from the header on call management, "**2.8 Call Management (R)**" such that it appears as below:

2.8. Call Management

12. Part C, Section 2, 7. Pricing and Resources

To clarify that ▪ this is a fixed price bid, and ▪ to address questions regarding travel expenses, and ▪ to remove incorrect language, **replace** the following sentence:

Proposers shall provide pricing documentation upon request by King County.

with:

Pricing worksheets are required for insight into the component costs of the project. Travel expenses shall be individualized as line items in Part C, Section 2, 7.1.1 Services. Travel and expenses must follow the King County Code, Chapter 3.24. All pricing sections will be used to determine the overall pricing scoring. This is a fixed price bid. The total of Part C, Section 2, 7.1.1, 7.1.2 and 7.1.3 will constitute the fixed price for this implementation.

13. Part C, Section 3, 7. "Pricing and Resources"

To address changes related to pricing, including:

- Changes in Support and Maintenance requirements
- Inclusion of operating expenses
- Break-out of Future Work items
- Preference for Excel pricing worksheet

Replace the entire 7. "**Pricing and Resources**" content with the Excel spreadsheet, [Part C Pricing](#).

14. Part C, Section 2, "5.15 Warranty (R)"

To fix the warranty section to correlate with contractual language, replace paragraph under "**5.15 Warranty (R)**" with the following:

Warranty period shall be for one year following System Acceptance. Proposer shall specify any areas specifically excluded from it.

15. Part C, Section 2, 5.16 "Maintenance and Support"

To provide more specific business requirements for support under 5.16.1 and 5.16.2, and to adjust the numbering for previous sections 5.16.1, 5.16.2 and 5.16.3, replace all sub-paragraphs under "**5.16 Maintenance and Support (R)**" with the following:

5.16 Maintenance and Support (R)

Proposer shall describe their proposed maintenance and support capabilities using at minimum, a two-tiered support structure. Also keeping in mind KCM preferred components as specified in Paragraphs 5.4 (Operating System,) 5.5 (Database,) and 5.6 (Systems,) any individual software that does not have compatibility with KCM's internal support requirements must be specifically identified in the support structure.

Proposer shall include, for each tier:

- The level of remote and on-site support provided
- Assessment of actual support hours represented.
- Any limitations to the support provided.
- Support levels for database and server upgrades and fixes.
- Support for system administration questions.
- Support for operational issues.

5.16.1 Primary Support (SD)

Primary Support from 5:00am Pacific Time Zone through 9:00pm Pacific Time Zone, seven (7) days per week, 365 days per year, including 1-hour minimum personal response to inquiries.

5.16.2 Secondary Support (SD)

Secondary Support extends from 9:00pm Pacific Time Zone through 5:00am Pacific Time Zone, seven (7) days per week, 365 days per year.

5.16.3 Test Procedure Requirement (R)

System Maintenance shall be performed on a test system (without up-time constraints) prior to maintenance on the production system. Proposer must include any hardware requirements if a separate test system is proposed.

5.16.4 Service-Level Agreements (SD)

The Proposer is to specify the service-level agreements (SLA's) it can offer regarding ongoing maintenance and support of the IVR System. Aspects to be addressed include:

- Grading of issues into different levels (such as cosmetic, minor, major and critical)
- Response times and resources applied to each issue level
- Escalation options and processes
- Process for identifying and resolving IVR System bugs and errors
- Penalties for failing to meet SLA response times
- Documentation of errors and resolutions
- Hours of support

5.16.5 Software Upgrades (R)

The Proposer shall describe the provisions for obtaining software upgrades. This includes any automatic upgrades during the deployment or maintenance periods.

Beyond this, the Proposer shall specify the expected frequency of upgrades, and associated costs if not included in annual maintenance and support. An outline should also be provided of the process for migrating to these new versions, including appropriate regression testing.

16. Part C, Section 3, 5.16 "Maintenance and Support"

To correlate the changes in addendum item **15 above** with the response form, replace "**Part C, Section 3, 5.16. through 5.16.3**" with the following:

| | | | | |
|---------|---|------------------|--|--|
| 5.16. | Does the proposed complete system solution include two-tiered support, and maintenance? | Required | | |
| 5.16.1. | Describe the primary support tier provided with respect to KCM's business requirements. | Strongly Desired | | |
| 5.16.2. | Describe the secondary support tier provided with respect to KCM's business requirements. | Strongly Desired | | |
| 5.16.3. | Describe the method of testing upgrades, fixes, patches and migrations on a test system prior to release to the production environment. | Required | | |
| 5.16.4. | Specify the proposed service level agreement that can be provided for this system. | Strongly Desired | | |
| 5.16.5. | Describe procedures and any costs associated with software upgrades. | Required | | |

17. Answers to vendor Questions are in [Attachment B](#) to this Addendum.

Attachment B

King County Transit IVR Replacement RFP (#05-136 KAH)

Questions and Clarifications - May 19, 2006

The following responses are provided to Proposer's general questions received by the Project Team:

Q1: What type of backend scheduling database will the IVR need to interface with?

A1: KCM uses HASTUS and a custom developed system to deploy routes and stops that reside in Oracle tables in the Transit Enterprise Database. The IVR System will interface with the Transit Enterprise Database.

Q2: How many customer service operators does King County Transit use during a normal business day?

A2: Concurrent on a business day there are between 12 and 16 operators; there are 20 operators used total during the 24 hour workday with staggering shift start times.

Q3: Is King County Transit using CTI Screen Pops?

A3: No.

Q4: Is there an existing IVR attached to the NEC, if so, why is it being replaced?

A4: No. There is an existing IVR. It is not attached to the NEC. It is being replaced for maintenance reasons.

Q5: If the Dialogic Cards are not to be used for connectivity will the NEC have analog or digital ports available for connectivity?

A5: The NEC does not need any special ports for the IVR because calls come in from the CO just like any other call. The vendor will provide voice interface cards. T1 lines will be provided by KCM from the CO to the proposed IVR System.

Q6: In the diagram on C2-7 it shows the IVR being trunked into the CO Switch via T-1. Then the PBX is connected to the CO via what method?

A6: Via multiple (different) T1 lines.

Q7: The RFP states that the IVR must be in front of the NEC PBX. Can it be between the PBX and the CO, or is it preferred to be off of the CO. If to be connected to the Qwest CO, then what is the CO and what connectivity is allowed? Will Qwest be involved?

A7: The IVR is preferred to be off the CO. The CO is the local Qwest Central Office that provides switching for calls coming in over the IVR specified lines. Qwest will be involved as needed for implementation.

Q8: In 2.2.2 8% was given as a requirement for system expansion for growth over the current system. It states in 2-3 that within two years King County will be adding light rail and commuter rail information into the system. Are the system growth requirements accounted for in that 8% or is additional growth required on top of that? If so, how much TOTAL growth needs to be accounted for?

A8: The 8% includes the total estimated growth required for the implemented system.

Q9: Will connectivity to the States 511 and 211 IVR systems be of any benefit? Are there any other non Metro systems that connectivity would be of value or benefit?

A9: Connectivity to the state's 511 and 211 systems has been considered and will not be pursued at this time. The ability to provide that benefit will not impact the procurement decision.

Q10: In 5.1.1 Metro staff will be utilized to maintain and administer the IVR. What is their skill level now? Are they trained in Telecommunications presently? How many personnel are involved and will need trained?

A10: Administrators are very familiar with the concepts of an IVR system for transit data dissemination. King County has sufficient telecom expertise. Section 5.18 specifies minimal training for the IVR administrator. KCM requires training for two people.

Q11: Is there a requirement or desire for additional languages? If so please list languages desired.

A11: No.

Q12: Are there any current metrics for how often users reach busy tones when transferring to the help lines? Are there statistics for wait times available?

A12: Some statistics are available but additional specific information requirements are unclear to KCM.

Q13: Is there a requirement or is it desirable to have local technical support available? Is a crash kit required on-site? In the event of failure of the PBX what disaster recovery options would you like in place?

A13: It is not a requirement to have local technical support. There is no requirement for a crash kit. There is no burden to provide recovery for failure of the PBX OR the CO.

Q14: Does King County have a preferred escrow?

A14: No.

Q15: Who pays the escrow fees?

A15: Payment of escrow fees will be determined through the negotiation process prior to contract award.

Q16: Will there be a performance bond?

A16: No.

Q17: What is the indexing structure for identification of the existing vox files?

A17: KCM will provide clarification on this question in addendum during the week of May 22, 2006.

Q18: What is Out-Of the Box? Is a complete IVR System with custom transit scripts acceptable?

A18: KCM will accept proposals from vendors with a base IVR System utilizing custom transit scripts as long as the requirements are met and responses regarding customized solutions are fully documented as stated in any sub-sections and as per the overall Requirements:

"All IVR System requirements are for 'out-of-the-box' functionality. If a requirement can only be met with additional effort, tools or products, this shall be clearly spelled out in the response, including any associated pricing information."